**Bessie Andrew**

2422 Example Ave ● Austin, TX 32512 ● (021) 555-5555 ● [Email Address]

**OBJECTIVE**: Strongly motivated individual looking for a position as a call center representative at SolarWinds. Bringing strong communication and customer service skills to exceed the employer’s expectations in a highly stimulating and challenging environment.

**SUMMARY OF QUALIFICATIONS**
• 3+ years’ effective experience as a call center representative
• Proven ability to make over 100 outbound phone calls every day to existing customers
• Proficient in providing information and sell items over the phone services to clients
• Well versed in identifying customer needs and able to offer a solution quickly
• Expert in using the company’s database software for data entry purposes

**CAREER RELATED SKILLS**
• Demonstrated ability to log all notes and follow up information accurately
• Able to take credit card orders via phone
• Proven record of managing and tracking the quote to order process
• Highly skilled in verifying pricing and products
• Proficient in MS Office Suite
• Bilingual: English and Chinese

**SELECTED ACCOMPLISHMENTS**
• Titled Representative of the Year in the very first year at Techaliance
• Organized and implemented logistics pertaining to service calls
• Brought in 150 new customers in one month through outbound sales calls

**PROFESSIONAL EXPERIENCE**

**Call Center Representative | Techaliance – Austin, TX | Sep 2010 – Present**

• Answer inbound calls
• Make outbound calls to potential clients in order to sell the company’s broadband service and computer equipment
• Perform data entry services for the company in regards to punching in customer information, call logs and successful sales

**Call Center Agent | American National Bank of Texas – Terrell, TX | Feb 2010 – Sep 2010**

• Answered telephone inquiries on products, and services
• Resolved problems of clients
• Conducted telephone interviews to process loan applications
• Maintained a thorough knowledge of all banking products and services

**EDUCATION**Associate in Customer Service ● City College ●  Terrell, TX  | 2007

**RELEVANT CAPABILITIES**• Technical proficiency in AS400, BPCX and CIC
• Strong communication and persuasive skills